

# MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

OCTOBER 2005

## Liquor Control's Financial Management Division Takes First Place in Spirit of DLEG Competition

**C**ONGRATULATIONS TO THE Financial Management Division of the Liquor Control Commission, which captured first place in the second annual Spirit of DLEG competition.

Congratulations also go to the 30th Anniversary Work Group, Michigan Occupational Safety and Health Administration (MIOSHA), the second-place winner, and the School for Leadership Design Team, Michigan Rehabilitation Services, which took third-place honors.

Director David C. Hollister announced the winners at the State of DLEG meeting Oct. 6 in Lansing. The department established the program last year to promote the four core values of inclusion, integrity, teamwork and excellence.

Here are summaries of the winning teams' entries:

**1st Place:** Financial Management Division, Liquor Control Commission — This division oversees annual sales of liquor of more than \$800 million and more than \$6 million in case sales, lists 5,000 liquor items for sale, buys \$500 million of liquor each year, oversees more than \$50 million in beer and tax collection, and administers its own Electronic Funds Transfer payment for liquor program, On-line Liquor Ordering, and liquor product quotation program, E-Quote.

Last year, the industry voted the division's Internet product quotation system, E-Quote, one of the "Best Industry Practices" in the country. The team's last audit by the Auditor General was a perfect audit, one with no correctable findings. The division continues to study technology and to integrate it into everyday tasks. The group has been aggressive in developing e-commerce services with DIT and incorporates technology into every aspect of work.

**2nd Place:** 30th Anniversary Work Group, Michigan Occupational Safety and Health Administration (MIOSHA) — This agency-wide team undertook the huge job of planning and organizing internal activities for 225 staff and a two-day MIOSHA staff meeting to commemorate the 30th anniversary of the MIOSHA program.

Enthusiasm and involvement throughout MIOSHA were generated through such projects as creating a timeline and milestone documents for the website and publications; adopting a flower garden at Potter Park Zoo to honor Michigan workers; organizing a Wellness Week walking route and contest; planning plenary and 18 breakout sessions for the two-day MIOSHA training meeting; identifying retirees, sending invitations to them, and hosting a reception; holding seven fundraisers,



### 1st Place Liquor Control Team

Front row, l. to r.: Nancy King, division director; Chris Volz, accounting technician; Susan Broughton, customer help line technician; Sandy Konieczny, beer and wine tax assistant; and Jim Jean, accountant. Back row, l. to r.: Steve Cook, administrative supervisor; Claudia Mueller, accounting technician; Liliana Paceagiu, accountant; Pam Hamilton, accountant; and Bonnie Czaika, accounting technician. Not pictured: Connie Bozsik, liquor payables assistant; Mark Drogt, accountant; Jeff Jones, accounting manager; Steve Robinson, deputy division director; Cindy Schrader, products assistant; Melody Sich, dishonored checks assistant; Laurie Sutberry, executive secretary; Joe Walsh, auditor; and Pam Wilson, accounting technician.

with 10 percent of the proceeds going to charities; and arranging a Lugnuts game outing and picnic attended by 136.

**3rd Place:** School for Leadership (SFL) Design Team, Michigan Rehabilitation Services (MRS) — This team is responsible for designing and implementing MRS's School for Leadership program, which works to create an environment where all staff have an opportunity to develop to their full potential as leaders and contributors. The team

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## MICHIGAN LEGWORK

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# A Message from the Director

I was very pleased to be able to meet with so many staff at our State of DLEG meeting on Oct. 6. It was an opportunity to share information and news important to us all and to showcase and reward teams that best exemplify our core values of excellence, teamwork, integrity and inclusion.

This was the second year of the Spirit of DLEG competition, and I think it has proven to be an effective vehicle for motivating — and then recognizing — outstanding work in our department.

In this regard, I would like again to extend my warm congratulations to members of the Financial Management Division of the Liquor Control Commission, our first-place trophy winners, as well as to MIOSHA's 30th Anniversary Work Group, the second-place winner, and MRS's School for Leadership Design Team, which took third place. You can read about the best practices of these dedicated staff on pages one and three.

It was a pleasure to speak at the State of DLEG meeting to representatives of every bureau and agency in our department. It is unfortunate that we could not accommodate all 4,000 of our employees at this event. However, I do want to make sure everyone has access to my remarks, and so they are posted on our intranet ([click here](#)). The presentation includes an important status report of our four strategic work teams: Retain and Grow Business, Urban Revitalization, Entrepreneurship and Workforce Development.

Early in the month we learned that the FY 2006 DLEG budget is facing a \$4 million shortfall, placing up to 40 positions in the Michigan Economic Development Corporation (MEDC) in jeopardy. We believe this situation now has been resolved.

The Michigan State Housing Development Authority (MSHDA) has federal funds available and a need for additional employees. An agreement has been reached whereby 40 MEDC employees will transfer to MSHDA to fill these vacant positions. The plan has to be approved by the Governor, the MEDC board and the MSHDA board, but we are optimistic the agreement will be satisfactory to everyone. It is heartening, indeed, to know that no one in our department will lose his or her job.

As you may already have read, the MI 360 process was officially launched in DLEG on Oct. 10 when our first group of MI 360 leaders (supervisors and managers) attended an orientation session.

The MI 360 is an online survey based on Michigan's five core competencies of building trust, communication, developing a successful team, facilitating change and leading through vision and values; and the shared values of excellence, teamwork, integrity and inclusion. The survey takes about 20 minutes to complete.

Managers will receive feedback from several sources — their supervisor, their direct reports, peers and others — to create a multi-level assessment of their management style. If you're a direct report, a peer, or other, your feedback will be anonymous. Your responses will be combined and averaged with others in your respondent category before shared with your supervisor. Supervisor feedback is not anonymous.

The overall goals of MI 360 are to enhance communication between managers and employees, help managers understand their management styles and behaviors and improve productivity in our workplace.

Your input is very valuable, and so I hope you will choose to participate in this opportunity to enhance our workplace, encourage open communication and foster continuous leadership development.

On a sad closing note, I would like to offer my condolences to the family and friends of Debra Stewart Johnson, who passed away on Sept. 25. Deb was a consultant in the Consultation, Education and Training Division, Michigan Occupational Safety and Health Administration. Please read about Deb's many contributions to our state on page 3.

Sincerely,

David C. Hollister

# Liquor Control's Financial Management Takes First Place in Spirit of DLEG Contest

(Continued from page 1)

also guides SFL alumni activities. SFL has provided more than 120 MRS employees with the opportunity to develop and improve their leadership abilities and increase their effectiveness with people with disabilities.

Each year, 30 to 35 SFL participants meet two days a month in a leadership development experience. The SFL provides practical "tool box" training in leadership skills as well as a personal journey of discovery of their own unique leadership abilities. It is expected that participants will "give back" to their agency, office, customers and community. SFL graduates are currently serving as Ambassadors, cultural change agents, and facilitators.



**3rd Place MRS Team**

Left to right, Vicki Rafferty, site manager, Battle Creek office; Mary Luxton, departmental technician, Central office; Winona Potter, counselor, Lansing office; Lou Adams, Mid Michigan district manager; Anahita Lord, counselor, Waterford office; and Andrea Tolle, Oakland County district manager. Not pictured: Bud Parke, site manager, Big Rapids office.



**2nd Place MIOSHA Team**

Front row, l. to r.: Carolene VanEpps, lead worker, General Industry Safety and Health Division (GISHD); Marsha Parrott-Boyle, manager, Standards Section, Management and Technical Services Division (MTSD); Martha Yoder, MIOSHA deputy director; Kathleen Salazar, supervisor, GISHD; Judith Simons, MIOSHA communications director; and Shellene Boyd, departmental technician, MTSD.

Back row, l. to r.: Alisa Cleveland, safety inspector, GISHD; David Hollister, DLEG director; Denise Thelen, analyst, Administration; Amber Sweeney, secretary, GISHD; and Katie Benghauser, analyst, Administration. Not pictured: Christine Hundt, analyst, MTSD; Angie Tate, Secretary, Construction Safety and Health Division; and Maryann Howe, manager, Budget and FOIA, MTSD.

## Deb Johnson in MIOSHA Passes Away

We are saddened to report that Debra Stewart Johnson with the Michigan Occupational Safety and Health Administration (MIOSHA) died Sept. 25. She had been with MIOSHA since 1987.

Deb had worked in the General Industry Safety and Health Division, the Construction Safety and Health Division and, most recently, the Consultation, Education and Training Division, where she had been a consultant in Southwest Michigan.

The following are excerpts from her memorial service: "Her kindness, outgoing personality, knowledge and tact served her well as she served working men and women. She provided consultations at job sites, made safety presentations, conducted training programs and gave talks throughout the state for large and small groups. ... Deb was well received. She was appreciated because she didn't lecture. ... She was a team player who was inclusive and caring. Her professional contributions and friendship have enriched the lives of all she has touched — workers, employers and all of us in MIOSHA. We are thankful to have had her with us and we join with her larger community of family and friends in grieving the loss of a life so well lived."





## New Website Promotes Manufacturing

An innovative website aimed at encouraging young people to explore careers in the manufacturing industry was unveiled Sept. 28 at the General Motors Lansing Grand River Assembly Plant by DLEG Director David C. Hollister and Department of Information Technology Director Teri Takai. The two departments collaborated in developing the site.

The GM Lansing Grand River Assembly Plant staff and Michigan Manufacturers Association assisted with the launch.

The website, [www.michigan.gov/mfgcareers](http://www.michigan.gov/mfgcareers), targets a 12- to 24-year-old audience by featuring techno music, flash animation, a virtual tour of a General Motors plant, interviews with teens and the state of Michigan's first blog.

The website, whose theme is "New Age, New Look and New Opportunities," highlights career

options available in a variety of manufacturing settings, including automotive, aerospace, nanotechnology and computers. Job titles featured include purchasing agents, safety engineers, electricians and pipe fitters.

"With negative headlines about manufacturing plants closing, we don't want parents and teachers to shut the doors on students, discouraging them from pursuing careers in the industry when there are so many great opportunities available," Director Hollister said.

DLEG approached General Motors Lansing Grand River Assembly to assist with the task of dispelling outdated images of the manufacturing setting. GM agreed to allow the state of Michigan to feature its assembly, paint and body divisions in the virtual tour, which is narrated by teens.

## UIA Joins Effort to Correct Misclassifications of Independent Contractors

By Maura Dooley, Unemployment Insurance Agency

This year Michigan has joined 24 other states in a new, cooperative effort with the Internal Revenue Service (IRS) to identify employers who may be misclassifying their employees as independent contractors.

Through the Governmental Liaison Data Exchange Program, the IRS is providing participating states with data that identifies who issued and who received Form 1099-MISC (miscellaneous income). The form is the self-employed version of the W-2. Any employer who paid an independent contractor \$600 or more during a year is required to issue the worker a 1099-MISC, showing the total amount of money paid to the worker. A copy also goes to the IRS.

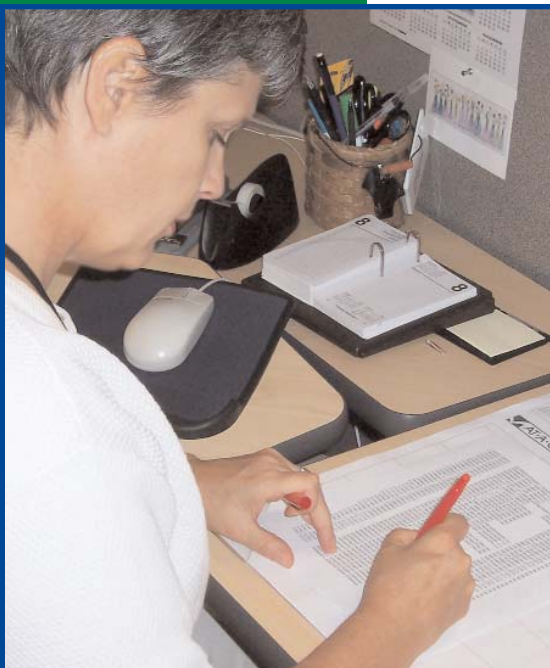
If an employer incorrectly classifies an employee as an independent contractor, the employer can avoid withholding and paying

state, federal and Social Security taxes. The misclassification also relieves the employer of carrying Workers' Compensation insurance on the worker and from having to pay state unemployment taxes on the worker's wages. The worker may lose out on unemployment benefits, Workers' Compensation and wage and hour protection.

The exchange of confidential tax information between the IRS and the states is intended to increase tax revenues and improve taxpayer compliance by ensuring that employers are, through audits and employer education, properly classifying those they employ.

Account examiners with the Unemployment Insurance Agency's (UIA) Field Audit Section will use the IRS data to find misclassified wages, recoup unpaid tax dollars, educate employers and ensure that employers are paying their fair share of unemployment taxes.

UIA's Office of Trust Fund, Tax & Employer Compliance area is piloting the new Independent Contractor program in 22 Northeast Michigan counties. Gerry Schroeder, a Field Audit supervisor, is evaluating data and assigning audits.



Maura Dooley, lead analyst with UIA's Independent Contractor Unit, goes over an IRS listing of employers who use independent contractors.

# Professional Activities

Congratulations to **Henry Green**, director of the Bureau of Construction Codes and Fire Safety, who has been installed as new president of the International Code Conference (ICC). Henry was first elected to the ICC Board of Directors in 2002 and most recently served as vice president. Dedicated to safety and fire prevention, ICC develops the codes used to construct residential and commercial buildings.

Congratulations to **Sue Mann**, rehabilitation assistant at the Bay City/Midland offices of Michigan Rehabilitation Services (MRS), who is the 2005 recipient of the Mildred Reed Award for exemplary dedication, teamwork and commitment in serving the rehabilitation community. The award is presented each year by the Michigan Association of Rehabilitation Support Staff. "Along with staff, customers know that Sue is very personable, caring and serves as a role model and mentor to many. ... [she] epitomizes the loyal, proficient, hard working rehabilitation professional that the agency needs to recognize and applaud," read Sue's nomination.

DLEG is proud of **Gloria Keene**, licensing administrator in the Bureau of Commercial Services, who has accepted an appointment as a consultant to the Advisory Committee on Council Activities (ACCA) of the National Council of Examiners for Engineering and Surveying (NCEES). The ACCA will act as principal advisor to the NCESS president on new policy issues. The committee's charges include developing a plan to promote uniformity in the engineering and surveying licensure and renewal process.

**James Robinson**, a local veterans employment representative, Bureau of Workforce Programs, Roseville, has been elected National Veterans Training Institute Alumni Association Board of Directors Region V liaison. The board monitors proposed federal legislation that affects veterans' benefits and services, provides information to elected officials on how their legislative actions affect veterans, and works to ensure continued federal funding for the National Veterans Training Institute.

**Patrick Hudson**, Residential Programs manager, Energy Office, was one of the speakers and "ribbon cutters" for the grand opening Oct. 1 of the new Michigan Energy Demonstration Center at Northwestern Michigan College in Traverse City. The center provides information about and demonstrations on renewable energy sources and new energy efficiency technologies for residential application.

Some 170 people attended the "Contemporary Issues of the Michigan Tax Tribunal" program at Oakland University Sept. 21, where Judges **Judith Trepeck**, **Patricia Halm**, **Michael Lohmeier** and Tax Tribunal Chairman **Jack Van Coevering** were presenters. One of the key topics was an explanation of the application of Michigan Rules of Evidence to expert testimony. "The four Tax Tribunal judges were phenomenal and the feedback was very positive," said Oakland's Lori Crose.

**Jaye N. Shamsiddeen**, bureau director of Michigan Rehabilitation Services (MRS), has announced that MRS exceeded its rehabilitation goal for FY 2005. The agency's goal was to assist 6,759 persons with disabilities into jobs between Oct. 1, 2004, and Sept. 30, 2005.

MRS exceeded that goal by three percent, as 6,961 persons became employed after receiving MRS services. Congratulations to the MRS staff!

According to *The Saginaw News*, about 1,100 people attended the Saginaw Job Fair 2005 on Oct. 6, sponsored by the Mid Michigan District of Michigan Rehabilitation Services, the Bureau of Workforce Programs, Saginaw Midland Bay Michigan Works, American Legion, Military Order of the Purple Heart, Veterans of Foreign Wars, and the Michigan Community Blood Center. "The team managed over 60 employers and 1,100 job seekers in a three-hour time frame. It was a continuous stream of job seekers!" said **Holly LaBelle**, one of the MRS organizers.

Michigan Rehabilitation Services (MRS) and the Standish and Au Gres chambers of commerce co-sponsored an Employer Resource Seminar in Standish Sept. 14. The seminar provided employers with valuable information on Workers' Compensation from **Kathy Vaught**, certified Workers' Compensation professional with the Michigan Economic Development Corporation.

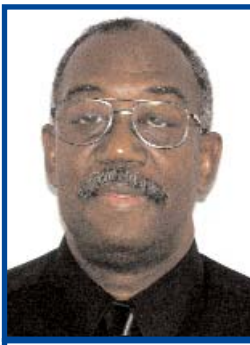
Employers also learned how to use the ADA Information Wizard desk aid from **Jim Garrison**, business services representative, Mt. Pleasant MRS office.



ICC Past President Frank Hodge (left) presents the gavel to newly elected President Henry Green.



Gloria Keene



James Robinson



Presenting at the Tax Tribunal program were Judith Trepeck, Michael Lohmeier, Patricia Halm and Jack Van Coevering.



# Today's Threat Condition: What Are We Going to Do About It?

By Martin D. Alexander, CHS-III

*Marty Alexander, Enforcement Division District Supervisor of the Liquor Control Commission in Lansing, holds a Level III Certification in Homeland Security from the American College of Forensic Examiners International.*

These are the U.S. government's color codes for the Homeland Security Advisory System: green, blue, yellow, orange and red. They represent the threat conditions that most of us have become accustomed to since the weeks following 9-11, but many people find it difficult to explain what each means and what is expected of them.

If you know today's threat condition, do you know what to do? The trouble is that most people are not aware of and could not describe what types of protective measures are expected. A question we could ask is: If it's important enough, why isn't there a better system of public notification?

Certain expectations do exist to help the public become prepared for each threat condition. These protective measures may be implemented by you, your employer or public authorities, as appropriate.



**GREEN** This condition implies a *low risk* of terrorist attack. Protective measures include developing and refining existing emergency plans; ensuring that people receive training in and practice emergency plans; checking your homes and work sites regularly for security vulnerabilities; recognize, reduce or eliminate security vulnerabilities; assemble a disaster supply kit ([www.redcross.org](http://www.redcross.org)); and, finally, developing a disaster plan for what to do if a perceived disaster should occur.

**BLUE** This condition indicates a *guarded risk* of terrorist attack. In addition to the measures taken in the low-risk (green) level, additional protective measures warrant that you list the phone numbers of designated first responders or emergency command locations for your area; review and update your emergency response procedures and disaster plans; inform others of any information that would improve their ability to act appropriately; assign specific duties to designated persons to carry out in the event of an emergency; and locate people with special needs and encourage them to discuss their emergency plans with family, friends or employers.

**YELLOW** This condition indicates an *elevated risk* of terrorist attack. The protective measures of the guarded-risk (blue) level are enhanced by increasing

your observations of critical locations; coordinating emergency plans with others; determining if the exact nature of the threat will require any "fine tweaking" of prearranged protective measures; putting into force your contingency and emergency response plans; being observant and reporting to police any noted suspicious activity; coordinating your emergency plans with neighbors and identifying their needs; and becoming aware of emergency plans for schools and their procedures to reunite children with families.

**ORANGE** This condition signifies a *high risk* of terrorist attack. The protective measures include those in the elevated-risk (yellow) level. Additional precautions include coordinating your necessary security efforts with police, fire and emergency medical services; taking added precautions at public events (leadership may consider switching the location or canceling the event); being prepared to execute contingency procedures (moving to an alternate site or dispersing people); restricting access to essential personnel only for each threatened facility; reviewing preparedness measures (including evacuation and sheltering) for potential terrorist attacks, including chemical, biological or radiological attacks; avoiding high profile or symbolic locations; and exercising caution when traveling.

**RED** This condition indicates the existence of a *severe risk* of terrorist attack. Usually, this condition is not in effect for long periods of time. Protective measures include those in the high-risk (orange) level. Also, increase or redirect personnel to address critical emergency needs; assign emergency response personnel; pre-position and mobilize specially trained teams or resources; monitor, redirect or restrict transportation systems; close public and government facilities that are not critical for the continuity of public safety and other essential services; avoid public gathering places such as sports arenas or other high-risk locations; follow official instructions about restrictions of normal activities; contact your employer to determine status of work; listen to the radio or TV for possible advisories or warnings; and prepare to shelter-in-place or evacuate if instructed by public officials.

Threat conditions should be posted in and on all governmental buildings and public gathering places such as airports and train and bus stations to facilitate an improved method of public notification. With each posting, there should be an accompanying placard showing the different threat levels and recommended protective measures for each.

Courtesy is extended to the Department of Homeland Security for the above information.

# DLEG's Good Deeds

**Eric Waters**, senior safety officer in MIOSHA's Construction Safety and Health Division, along with his three brothers, felt moved to help the victims of Hurricane Katrina. They loaded up two U-Hauls with supplies and 13,000 cases of water and headed for the Daphne Civic Center in Mobile, Ala., where many of the hurricane victims have been sheltered. Eric didn't want the credit, but wanted to thank the businesses, his neighbors and his co-workers for their donations and help in loading the trucks. When asked why he was doing this, he said, "What I do for a living is to protect Michigan employees on a daily basis, and it was the decent thing to do — the godly thing to do — to try and help those people. It's the American way." We admire you, Eric!

Also, Eric and fellow Senior Safety Officer **Richard Kawucha** marched in the Detroit Labor Day Parade carrying the MIOSHA 30th anniversary banner. They were both pleased to commemorate MIOSHA's 30 years of "Making a Difference."

For the second straight year, the **Unemployment Insurance Agency (UIA)** has earned a Platinum Award from the American Red Cross. The award is based on reaching collection goals, holding designated blood drives and having a number of Type O donors. At UIA's daylong blood drive in July at Cadillac Place, Detroit, 52 pints of blood were collected, helping 156 area patients. Congratulations, UIA!

Michigan State Police Trooper **Dave Yount** put on a demonstration at the Ottawa Building Sept. 20 to show how dogs in the Canine Unit search for missing persons and illegal drugs. The demonstration was the State Police's way of saying thank you to DLEG for the generous Casual Wednesday donation to the State Police Canine Unit in August — \$1,298.

DLEG's Casual Wednesday charity for September was the American Red Cross to help provide relief for Gulf Coast victims of Hurricane Katrina. A total of \$4,374.50 was raised in addition to individual bureau fundraising reported in the September issue of *Michigan LEGwork*.

October's Casual Wednesday charities are Make A Wish Foundation, nominated by **Jennifer Farr**, Office of Human Resources, and Hospice of Lansing, nominated by **Robin Kenyon** and **Norman Grant**, both in the Bureau of Construction Codes and Fire Safety.

**Julie Chrysler** in Internal Audit has alerted us to the following holiday deadline dates for mailing cards and packages to our military men and women overseas.

## 2005 International and Military Mail Christmas Mailing Dates

To ensure delivery of holiday cards and packages by December 25 to military APO/FPO addresses overseas and to international addresses, we suggest that mail be entered by the recommended mailing dates listed below.

Military Mail Addressed To:	Express Mail Military Service (EMMS) <sup>1/</sup>	First-Class Mail® Letters/Cards	Priority Mail®	Parcel Airlift Mail (PAL) <sup>2/</sup>	Space Available Mail (SAM) <sup>3/</sup>
APO/FPO AE ZIP #s 090-092	DEC 19	DEC 10	DEC 10	DEC 3	NOV 26
APO/FPO AE ZIP 093	N/A	DEC 5	DEC 5	DEC 3	NOV 26
APO/FPO AE ZIP #s 094-098	DEC 19	DEC 10	DEC 10	DEC 3	NOV 26
APO/FPO AA ZIP #s 340	DEC 19	DEC 10	DEC 10	DEC 3	NOV 26
APO/FPO AP ZIP #s 962-966	DEC 19	DEC 10	DEC 10	DEC 3	NOV 26



Val Congdon, who coordinates UIA's blood drives at Cadillac Place, proudly displays the agency's second Platinum Award.



Michigan State Trooper Dave Yount and "Thunder."



## People on the Move

Congratulations to **Brenda Lampman**, personnel management assistant with the Office of Human Resources (OHR), who has accepted a secretarial position with the Administrative Section of the Public Service Commission. Brenda had worked for OHR for three years and has been a state employee for five years.

Congratulations to **Rita Henderson**, who recently left the Team Support Unit in the Unemployment Insurance Agency's (UIA) Tax Office for a secretarial position with the Michigan Commission for the Blind. Rita had been with UIA for two years.

The Unemployment Insurance Agency has lost a wealth of unemployment insurance (UI) experience as four members of the Internal Benefit Services team have retired. On Aug. 30, **Betty Hogan-Brown**, **Phyloese Gilbert**, **Ruth Maceri** and **Diane Steinke** were feted by their co-workers and friends at a retirement luncheon in their honor. Betty and Phyloese retired the day after the party on Aug. 31, while Ruth and Diane retired in September. All four worked in the Internal Benefit Services area. Betty was a member of the TRA/Special Programs Unit. Phyloese and Diane worked in Benefit Payment Control, while Ruth was a member of the Benefit Overpayment Collection Unit. Among the four, Betty had the longest tenure with the UI program — more than 25 years. Phyloese had 16 years of UI experience plus an additional year of state service. Diane spent 18.5 years in state government, and Ruth joined the UI program in 1992. Best wishes to Betty, Phyloese, Ruth and Diane!

DLEG congratulates **Pam Yager**, who has accepted a position as policy analyst with the office of the Governor. Pam had been executive assistant to DLEG Deputy Director **Bob Swanson**.

The Bureau of Commercial Services has welcomed **Mary Lindsley** to its Licensing Division. Mary, who was previously employed with the U.S. Postal Service, will be responsible for processing real estate salesperson transfer applications, record changes and wall licenses.

**Kyle Johnson** has joined the Management and Technical Services Division,

Michigan Occupational Safety and Health Administration (MIOSHA), as a departmental technician on the Survey Team, Management Information Systems Section. Kyle had previously worked for MIOSHA as a temporary employee and later as a student assistant. Welcome, Kyle!



Rita Henderson

DLEG extends the welcome mat to **Elizabeth Armstrong**, who has accepted the position of senior executive management assistant for the Cool Cities Collaborative. Previously, Elizabeth was a manager at Meijer Corp. in Midland.

The Michigan Career & Technical Institute has welcomed **Michelle Moffett** as the new secretary in its Health Services Department. Michelle was previously employed as a word processor in the Department of Natural Resources.



Mary Lindsley



Elizabeth Armstrong



Recently retired from UIA are (l. to r.) Betty Hogan-Brown, Phyloese Gilbert, Ruth Maceri and Diane Steinke.



# Positive Outlook—Coupled with Rehab Services—Helps Manitou Beach Man Get on with His Life

By Jim Sande, Michigan Rehabilitation Services

On July 10, 2003, Joshua Weber's life was dramatically changed when he severely injured his neck in a diving accident. He was left with C-5 quadriplegia, with no hope of returning to his job as a carpenter. [C-5 refers to the fifth cervical vertebra on the spinal column, which affects the use of all four limbs.]

Joshua and his wife, Stacy, had been in the process of building a new home in Manitou Beach, Mich. These plans came to a screeching halt while Joshua began the process of putting his life back together. Fortunately, the Webers had caring friends, neighbors and family who have been extremely supportive and arranged fund-raisers and put money together to meet Joshua's needs. It is also fortunate that his employee health insurance has covered his medical expenses.

During Joshua's rehabilitation at the University of Michigan Medical Center, Michigan Rehabilitation Services (MRS) counselor Liina Pasuke, liaison with the hospital, made him aware of services available to him through MRS. At this point, counselor Jim Sande of the Adrian MRS office began working with Joshua and provided services with the intent of helping him return to work.

A key individual in Joshua's return to work has been Kevin Krohn, who was in an auto accident two years earlier and uses a wheelchair as a result. Kevin had been working in sales at a recreational vehicle and repair shop and had ambitious plans of opening a similar business. Kevin and Joshua had known each other for a number of years, and when Kevin learned of Joshua's accident he was interested in putting Joshua to work in his new business. Joshua said that Kevin has been a great encouragement to him in accepting his condition and getting on with his life.

Since that time, Kevin opened his business, Eagle One, located by Devil's Lake in Manitou Beach. Joshua was assisted by his MRS counselor in preparing for this employment through the purchase of a computer, voice recognition software and training from Glen Ashlock of the Ann Arbor Center for Independent Living; van modifications coordinated by Todd Hammons of Mobility Works; driver evaluation and driver training done by the Driver Rehabilitation Center of Michigan; and worksite accommodations. Joshua reported that he is "extremely happy with the things MRS has done for me."

It has been just over two years since Joshua's accident. He is now driving his van to get to and from his worksite and says, "It is going great!" Also, he has been selling recreational equipment and supplies, assisting with inventory control, delivering parts and providing customer service. He said that he has gained confidence working with customers, and he reports that they have been very accepting of his disabilities.

Joshua said, "Through the whole thing, I have had a positive outlook." This is a quality that really stood out during his rehabilitation program with MRS. Joshua said that his family has helped him stay motivated, work on getting his life back together and avoid being stuck at home. He says that he wants to enjoy life and pursue new goals he has set for himself, which includes enrolling at Baker College this fall to work towards a degree in information technology.



Joshua Weber works at Eagle One in Manitou Beach.

## Seminar Will Provide Information on Veterans Benefits and Programs

If you work with veterans, you'll want to be sure to attend an upcoming seminar that will provide you with a comprehensive array of information on public benefits and programs available to those who have served in the military. Veterans are also cordially invited.

Called "Helping Military Veterans: Serving Those Who Have Served," the seminar will feature topics such as post traumatic stress disorder, training for returned disabled veterans, U.S. Department of Veterans Affairs benefits, and the Montgomery GI bill.

The seminar will be held at the Michigan Library & Historical Center in Lansing. Interested persons have two sessions to choose from: Tuesday, Nov. 1, from 8 a.m. to 12 noon, or Wednesday, Nov. 2, from 12 noon to 4 p.m. There is no charge for attending.

RSVPs are requested. Please call toll free (877) 499-6232 (voice/TTY).

The seminar is sponsored by State Senators Laura Toy and Valde Garcia, the Department of Labor & Economic Growth and various Michigan veterans organizations.



Nella Davis-Ray met with DLEG employees at the Ottawa Building.

# MIOSHA's Stand Down for Safety and Health Was Great Example of 'Walking the Talk'

By Martha Yoder, MIOSHA

On Friday, September 16, the Michigan Occupational Safety and Health Administration (MIOSHA) "walked its talk" by fully participating in the MIOSHA Stand Down for Safety and Health Day proclaimed by Gov. Jennifer M. Granholm.

The purpose of the stand down was to provide an opportunity to take special action, give special attention, and re-emphasize the importance of workplace safety to every person, every day.

An all-MIOSHA staff meeting was held for employees at the General Office Building, Lansing. Activities included:

- Watching the "Make a Difference" DVD featuring MIOSHA Director Doug Kalinowski and the "why we need to work safely" message.
- Unveiling the "Why I Choose to Work Safely" bulletin board, which showcases pictures contributed by staff of their family and loved ones as reminders of why we need to work safely each day.
- Listening to a testimonial from Rick Mee, Construction Safety and Health Division, about how a workplace accident dramatically changed the life of a long-time acquaintance.
- Distributing candy bars with messages of appreciation.

Similar meetings were held at MIOSHA district offices across the state. In addition, DLEG employees at the Ottawa Building observed the stand down, with Nella Davis-Ray, Consultation, Education and Training (CET) Division, as the safety and health expert on hand to answer questions.

The MIOSHA director, deputy director, and division directors sent notes of appreciation to MIOSHA field staff, along with candy bars. Field staff were also given an hour of work time to review something directly related to their personal health and safety. A checklist was provided for reviewing vehicle safety and personal protective equipment.

While there were many who contributed to planning the meeting and activities, special thanks and appreciation go to a few key people who went above and beyond to put together meaningful stand down activities.

Denise Thelen, Administration; Ruth Hindman, CET; Karen Odell, CET; and Staci Smith, CET, were instrumental in developing the agenda, handouts, candy, bulletin board, mailings to field staff/district offices, and in general contributing their time, talent and donated items to make the event special. Felix Acevedo, CET, was also a big help.

Our appreciation extends to Safety and Health Steering Committee Team members Kay Salazar, General Industry Safety and Health Division, and Chris Robison, Appeals, who served as hosts for the meeting.

## Career Education Hosts Entrepreneurship Conference

By Jeannie Vogel, Media & Public Relations

Fifteen teams from around the state showcased their new entrepreneurship education curricula and shared best practices at the second annual Growing Entrepreneurship in Michigan conference held Sept. 16 in Lansing. The Bureau of Career Education Programs (CEP) sponsored the event.

More than 150 individuals representing all 25 regions of the state that comprise the Tech Prep Consortia in Michigan participated. The teams included secondary and postsecondary educators and their regional business/community partners.

The conference culminates an almost yearlong initiative of CEP to address the need to educate future workers for a changing, entrepreneurial economy. Last November, grants totaling \$1.2 million were awarded to teams that could demonstrate they would develop a minimum of six entrepreneurship education programs that would start at the high school level and advance toward an associate's degree or certificate at the community college.

"We're excited that the grant initiative resulted in the creation of 227 articulated entrepreneurship programs, which far surpasses our initial goal of 140 programs," said CEP Director Deb LaPine.



# Investing in Ability Month a First in State

One of the benefits of having three disability agencies within the Department of Labor & Economic Growth:

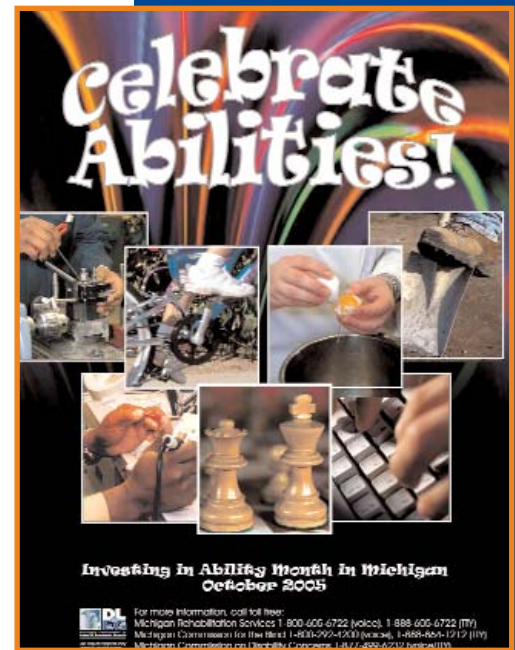
The Michigan Commission on Disability Concerns (MCDC) has coordinated and promoted Investing in Ability Week in Michigan for the past 17 years, but 2005 is the first year for Investing in Ability Month, initiated by Michigan Rehabilitation Services (MRS), the Michigan Commission for the Blind (MCB) and MCDC.

To raise public awareness of the abilities of people with disabilities, the three agencies worked with DLEG Graphic Designer Jim Kremer to develop an awareness poster that has been

distributed across the state.

In addition, MRS, MCB and MCDC collaborated with the Office of Media Technology to produce a 30-second public service announcement that is being shown on DLEG's cable TV show, The Job Show, during October.

"Employing people with disabilities is not simply a matter of good corporate citizenship, but rather a sound business practice that makes good business sense that's good for the bottom line," said Patrick Cannon, MCB director.



# Picnic Helps WCA Staff Build Bonds of Friendship

By Norm Isotalo

Staff from the Workers' Compensation Agency (WCA) had a chance to see each other outside the narrow confines of their cubicles during the agency's annual picnic in September.

Approximately 35, including staff and their family members, attended the picnic on a picture-perfect Saturday.

"The picnic is a chance for us to see each other outside of work," said Dave Campbell, one of the organizers. "It helps to build a sense of camaraderie and friendship throughout the agency."

The picnic was held at Lavlin Park in Mason and featured yard games, fishing for the kids and good food.

No state funds were used for the picnic. Staff defrayed its cost by redeeming pop cans for the refunds and through a \$5 fee paid by each family that attended.

Others on the picnic planning committee, besides Campbell, were Elyce Babcock and Dan Moreno.



Dave Campbell savors the aroma from one of the steaks he grilled at the WCA picnic.

# A Great Night for Fireworks, But the Tigers Fizzle!

By Valerie Congdon, Unemployment Insurance Agency

Sixty-seven people from all over the Department of Labor & Economic Growth attended the first annual DLEG Tiger outing on Friday evening, Sept. 9.

The moon shone brightly, there wasn't a cloud in the sky and the fireworks were spectacular! Unfortunately, there were no fireworks from the Detroit Tigers' hitters.

Although the steady parade of unknown pitchers to the Tiger pitching mound made the game remarkable, the Tigers extended their losing streak to nine games by losing to last-place Kansas City, 12-2.



## Special Deliveries



Helping Stephanie Laney (second from left) celebrate her Special Delivery are Bob Engle, Ann Baker and Lindsey Brege

### Stephanie Laney's Cheerful Smile Makes Unit Happier Place to Work

Congratulations to Stephanie Laney, a lead worker in the Corporation Division, Bureau of Commercial Services, who was nominated for a Special Delivery from the Director by co-worker Lindsey Brege.

Lindsey wrote: "The reason I am nominating Stephanie is because she is always there for me. If I don't know a policy or procedure, I can call her and she is more than willing to give me the answer. When I'm learning a new skill, Stephanie is available at all times to explain and re-explain the steps for me to take. Stephanie never makes me feel bad for asking her questions all day long, and she is always kind and caring. She works very hard to ensure that her work is accurate and complete, and her cheerful smile makes this unit a happier place to work."

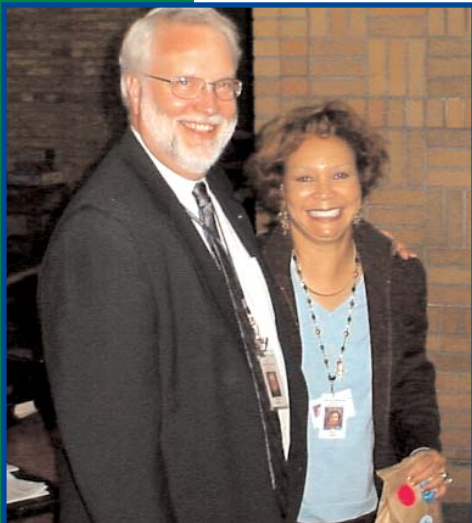


Sandra Huhn (center, in plaid) is congratulated by co-workers (l. to r.) Bob Engle, Emily Snyder-Lindblom, Jennifer Golbach, Cathy Jenks and Anita Ruffin.

### A Team Player, Sandra Huhn Is a Pleasure to Work With

Congratulations to Sandra Huhn, communications assistant in the Corporation Division, Bureau of Commercial Services, who has received a Special Delivery from the Director.

Sandra was nominated by the Document Review staff, who had this to say: "Sandy works in the Customer Service Section of the Corporation Division, and is responsible for drafting the letters we must send to customers as part of our responsibilities as document examiners. Sandy also answers customer phone inquiries. Her attention to detail, ability to multi-task and positive attitude make her very deserving of formal acknowledgement. She handles a high volume of letter writing, but never sacrifices accuracy for speed. And, she always finds a way of pointing out our 'mistakes' with a smile. She is a team player and a pleasure to work with!"



DLEG Deputy Director Bob Swanson presents Rita Canady with her Special Delivery.

### Rita Canady Has the Qualities of a Great Manager

Congratulations to Office of Human Resources Director Rita Canady, who was nominated for a Special Delivery from the Director. Rita's secretary, Donna Holberg, made the nomination, stating, "She is always very appreciative of her staff; she is a great example to all of us. She clearly supports a team effort and exhibits all the qualities of a great manager. I feel she deserves the Director's award and should be recognized."



# Special Deliveries

## Patty Gamin Brings Stability, Honesty and Dependability to Labor Relations Role

Congratulations to Patty Gamin, labor relations director, Office of Human Resources, who was nominated for a Special Delivery from the Director.

The nomination was made anonymously. Here is what the message said: "Good morning, Director Hollister. I spoke with you some time ago about an exceptional DLEG employee and wanted to 'put it in writing.' Patty Gamin utilizes her skill, expertise and personality in bringing stability, honesty and dependability to her role in labor relations. She has the ability to do a very difficult job and yet remain pleasant and positive! I believe that DLEG is very lucky to have an employee of her caliber! I know that her job is a difficult one — and can be very unpleasant, challenging and emotionally draining. She should receive kudos for 'hanging in there' day after day and continuing to do her job with distinction. A pat on the back is always appreciated. I would appreciate remaining anonymous — but wanted you to know who this came from."



Patty Gamin (right) poses with Human Resources Director Rita Canady, who also received a Special Delivery (see page 12).

### "Special Delivery from the Director"

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from the Director:

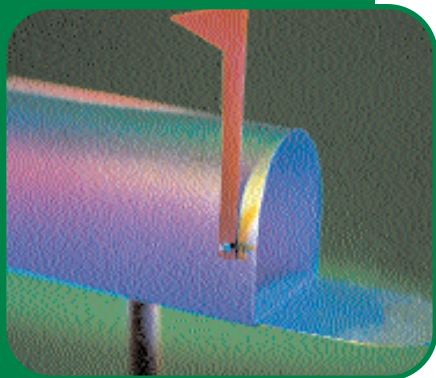
Name of Nominee:	Submitted By:
Office/Bureau of Nominee	Job Title of Nominee
Telephone # of Nominator	Office Location of Nominee

The reason I am nominating this person:

Office/Bureau Director:	Date:

**Bureau Directors: Forward to Linda Cook—DLEG Media Office, 4th Floor, Ottawa Building, Lansing**  
**E-mail: CookL1@Michigan.gov --OR-- FAX: 517-241-1580; Phone: 517-241-0199**

# We Get Letters ... and E-mails!



**Sheila Wilkinson**, Health Care Services Division, Workers' Compensation Agency, received the following e-mail from HealthCare Midwest: "I just wanted to share a comment from the biller here at HealthCare Midwest who handles these claims. She stated that you have been extremely helpful and most patient whenever she has to call. You have made her job much easier as you take the time to explain the rules and where to find the documentation to send to the carriers. I would like to express my thanks also as it is great to work with you."

An unemployed worker was so impressed by the service she received from **Mary Scott**, an unemployment insurance examiner with the Unemployment Insurance Agency's Remote Initial Claims Center (RICC) in Saginaw, that she contacted **Joann Reinholz**, a manager at the RICC, to let her know about the excellent service she received. Joann sent the following message to Mary: "I received a compliment about you from an unemployed worker. She was very appreciative of the way you helped her and of your pleasant manner on the phone! Thanks for doing a great job and contributing to the integrity of this agency. This agency is fortunate to have employees of your caliber."

It's not too often that a Wage & Hour investigator is thanked in a letter from an employer whose records are being reviewed, but **Adam Sandoval** was recently the recipient of such a thank you. A banquet coordinator for a restaurant in Hillsdale wrote to the division and ended her letter with the following: "I do not want to end this portion of the investigation without sincerely thanking you [Adam] for taking the time out of your schedule to come to my office and thoroughly review my records. I appreciate all the additional time you have spent on the phone with me and your ability to get me in contact with the Attorney General's Office. The advice they gave me allows for justice to be served. Adam, you are very professional in your position with the State of Michigan, and I wish you the best of luck in your career."

The Qualifications Advisory Committee (QAC) reviews and rates applicants interested in serving on the Worker's Compensation Board of Magistrates and Workers' Compensation Appellate Commission. In their work, the committee and its chair, **Edward Welch**, work closely with **Sue Bickel**, secretary to **Bruno Czyrka**, acting director of the Workers' Compensation Agency. Recently, Edward Welch wrote the following letter praising Sue: "Sue is hard working, thorough, careful, consistent and fun to work with. She does an excellent job of all the back-

ground work that must go on to allow the QAC to function properly. She does an outstanding job with the official minutes and formal letters and also pays attention to the little details that make the rooms pleasant for our meetings. She treats with appropriate respect the members of the committee, the applicants for positions, and the people that call with silly questions. She knows when to take the initiative and solve problems on her own and when to consult with the committee chair before taking action. We very much appreciate the great job she does for the QAC."

**David Graves**, a supervisor at the Unemployment Insurance Agency's Remote Initial Claims Center (RICC) in Detroit, recently received a letter from an unemployed worker who had spoken to **Jeri Lomax**, an unemployment insurance (UI) examiner, and others at the RICC. The letter said, in part: "I just want you to know that you have some of the kindest and most patient people working for you. They made me feel more at ease about the whole process with unemployment. They represented the unemployment agency very well and with professionalism. It is not often a person receives a kind and patient person on the other end willing to help them answer questions. It was refreshing, and I wanted you to know this so that they can be encouraged to keep up the good work they are doing."

An unemployed worker called the Detroit RICC to compliment **Pat Varney**, a UI examiner, for her handling of his unemployment claim — Pat was extremely patient and very helpful.

When an unemployed worker called into the Detroit RICC, he had not yet received his unemployment check. He spoke with **Alana Freeman**, a UI examiner, and then asked to speak with Alana's supervisor. He told supervisor **Monica Wahl** that Alana was extremely nice and patient, did not rush him and helped him to get his unemployment check. He concluded by saying Alana was an exceptional employee! Earlier in the week, Alana received a compliment from another unemployed worker. The worker said Alana took the time to explain the eligibility requirements for unemployment benefits, and since he had some literacy problems, he appreciated the time she took and the service she provided.

One unemployed worker found the service at the Detroit RICC to be better than her experience with calls to other businesses. The worker said she received excellent service from UI examiner **Inger Parnell** and was impressed with Inger's courtesy and ability to convey instructions.



# More Letters ... and E-mails!

**Sumara Rambus**, a UI examiner, is an asset to the Detroit RICC according to one unemployed worker. She wrote to the RICC to say she received "great service" from Sumara and that she was "professional and very pleasant as well."

The information one unemployed worker received from **Eric Peak**, a UI examiner, was so clear and concise that the worker had to call the Detroit RICC back and express his satisfaction.

UI examiner **Tim Johnson** was also the subject of a complimentary voice mail message from an unemployed worker who said she was satisfied with the help she received from Tim. A third unemployed worker called the Detroit RICC to say his application for unemployment was a wonderful experience because of examiner **Joey Combs**, who was very pleasant.

When this unemployed worker called the Detroit RICC to file his claim for unemployment benefits, he was very frustrated. With her professional and helpful demeanor, UI examiner **Ivory Bennett** calmed him down by giving him the information he needed and helping him deal with his frustration.

**Barb Maki**, Testing & Education Services Unit, Bureau of Commercial Services, received the following expression of thanks after a cosmetologist realized her license was about to expire. Barb obtained the necessary information and passed it on to the individual, who was able to renew her license on time. She wrote, "Thank you for finding the information for me! You are an angel! I truly am so grateful! You're the best."

**Raeann French**, Licensing Division, Commercial Services, received this note from a satisfied customer: "Thank you again. I was just telling the prosecutor about an hour ago how your office easily expedited this process and made everything user-friendly. The few times that I did have to call, I was always greeted with a friendly attitude and my questions well answered. We have received the form and everything looks like it is complete and correct. Thanks again. You have a great department up there."

**Tracy Goss**, Corporation Division, Commercial Services, received this complimentary note: "I am a 'one-man show' in the process of updating corporation information in 48 states. It was a pleasure opening your e-mail this morning and finding such a complete answer! I have contacted probably 20 states so far, and of those who have responded, yours was by far the most informative and friendly!"

**Rita Burnett**, Licensing Division, Commercial Services, received this note after assisting a customer with paperwork: "I received my papers. I would like to thank you for your promptness and professionalism. You are truly an asset to the department."

**Tony Allam**, safety supervisor, Construction Safety and Health Division, Michigan Occupational Safety and Health Administration (MIOSHA), received a letter from the Michigan Roofing Contractors Association complimenting his presentation to the group on fall protection. The letter said the members especially enjoyed his interaction with the audience that made the presentation very educational and entertaining.

Lisa Sabourin with the Employers Association of West Michigan sent this thank you note to **Dave Humenick**, CET Division, MIOSHA: "Thank you for speaking at the Safety Managers' Group Luncheon. Your presentation on the Noise Standard was very informative for employers and will assist them with compliance and an overall safer work environment. It is clear that you are well versed and experienced with the standard and sharing your experience was extremely helpful. Once again, thanks for making the meeting and the season a success."

Postcards with comments about MIOSHA's Take a Stand Day are being returned by employers. Here is a sampling:

From Glastender, Inc., Saginaw: "Ms. **Eva Hatt** was assigned to our facility and was very helpful in pointing out some issues we had not identified. We also showed the 'Make a Difference' CD to our Safety Committee at its regular meeting for this month. After reviewing the material in the Toolbox, it has become apparent staff at MIOSHA have spent a considerable amount of time and effort to put this project together. It is our intent to make use of this material as we work toward qualifying for MSHARP. I cannot think of anything you could do to improve on the effort. Good job."

From Spence Brothers, Saginaw; **Baldemar Reyes** and **Robert Pawlowski** provided assistance: "If this assistance was offered again, our company would certainly participate and benefit. An excellent way for contractors and MIOSHA working together to promote safety"

From Dow Corning; **Lee Jay Kueppers** provided service: "Lee was wonderful. There were great comments and suggestions. I think this is a wonderful program."

